

IN THE CLAIMS

Please amend the claims as follows:

1. (currently amended) A method of improving records of inventory at a facility, comprising:
 - assessing a plurality of current computer based inventory records associated with the facility;
 - responsively identifying at least one discrepancy in at least one of the current inventory records;
 - ~~resolving the at least one discrepancy;~~
 - ~~identifying at least one characteristic associated with the at least one inventory record; and,~~
 - ~~modifying the at least one characteristic in response to the discrepancy;~~
 - ~~identifying at least one deficiency in the current inventory records which resulted in the at least one discrepancy; and,~~
 - identifying at least one inventory process associated with said discrepancy;
 - establishing a desired performance metric associated with said process;
 - establishing an actual performance metric of said process in response to said discrepancy;
 - comparing said actual and desired performance metrics; and
 - establishing a plan to correct the at least one deficiency in response to said comparison, the plan including specific changes to current inventory practices.
2. (previously withdrawn) A method, as set forth in claim 1, further comprising the steps of:
 - identifying at least one deficiency in the current inventory records which resulted in the at least one discrepancy; and,
 - establishing a plan to correct the at least one deficiency, the plan including specific changes to current inventory practices.

3. (original) A method, as set forth in claim 1, wherein the step of modifying the at least one characteristic includes one of adjusting and adding the at least one characteristic to the at least one inventory record.

4. (original) A method, as set forth in claim 1, wherein the step of establishing a plan includes the step of reviewing an inventory process of the facility.

5. (original) A method, as set forth in claim 4, wherein the plan includes the step of improving an inventory practice.

6. (original) A method, as set forth in claim 4, wherein the plan includes the step of improving an inventory methodology.

7. (original) A method, as set forth in claim 4, wherein the inventory process is a receiving process.

8. (original) A method, as set forth in claim 1, wherein the step of assessing current inventory records includes the step of performing a warehouse audit.

9. (original) A method, as set forth in claim 1, wherein the step of assessing current inventory records includes the step of performing a location audit.

10. (original) A method, as set forth in claim 1, wherein the step of assessing current inventory records includes the step of performing a statistical test count.

11. (original) A method, as set forth in claim 10, wherein the step of performing a statistical test count includes the steps of:

defining a population of inventory items to count, the population of inventory items to count being less than a total number of inventory items;

counting the population of inventory items;

comparing the count with an inventory record; and,

extrapolating the comparison to the total number of inventory items to achieve an inventory count.

12. (previously withdrawn) A method of improving records of inventory associated with a facility, comprising:

- assessing a plurality of current inventory records at the facility using a statistical test count process;
- delivering training to one or more workers associated with the facility;
- performing location audits;
- implementing inventory check processes as a result of the location audits;
- auditing adherence to desired processes; and,
- meeting with the managers for periodic followup.

13. (previously withdrawn) A method, as set forth in claim 12, wherein the step of delivering training includes at least one of the steps of:

- delivering awareness training to managers of the facility;
- delivering awareness training to employees of the facility;
- delivering stock count coordinator training to stock count coordinators;

14. (previously withdrawn) A method, as set forth in claim 12, wherein the step of performing location audits is performed at predetermined locations.

15. (previously withdrawn) A method, as set forth in claim 12, wherein the step of meeting with the managers for periodic followup occurs on a daily basis.

16. (previously withdrawn) A method, as set forth in claim 15, wherein the step of meeting with the managers for periodic following includes the steps of:

- presenting results of the adherence audits;
- determining re-training needs;
- reviewing goals; and,
- performing an analysis of areas within the facility at below than acceptable standards.

17. (previously withdrawn) A method, as set forth in claim 12, wherein the step of performing a statistical test count includes the steps of:

defining a population of inventory items to count, the population of inventory items to count being less than a total number of inventory items;
counting the population of inventory items;
comparing the count with an inventory record; and,
extrapolating the comparison to the total number of inventory items to achieve an inventory count.

18. (previously withdrawn) A method of improving records of inventory associated with a facility, comprising:

stabilizing current inventory;
identifying and recovering lost inventory; and,
assessing current inventory processes; and,
improving the current inventory processes as a function of the assessment.

19. (previously withdrawn) A method, as set forth in claim 18, wherein the step of assessing current inventory processes includes the step of assessing current inventory recording processes.

20. (previously withdrawn) A method, as set forth in claim 18, wherein the step of improving the current inventory processes includes at least one of the steps of:

modifying existing inventory processes; and,
adding inventory processes.

21. (previously withdrawn) A method, as set forth in claim 18, wherein the step of stabilizing current inventory processes includes the step of identifying at least one factor contributing to inventory recording problems.

22. (previously withdrawn) A method, as set forth in claim 21, wherein the step of stabilizing current inventory recording processes further includes the step of fixing the at least one factor.

23. (previously withdrawn) A method, as set forth in claim 18, wherein the step of improving current inventory recording processes includes the steps of reducing the effect of the at least one factor.

24. (previously withdrawn) A method, as set in claim 18, wherein the at least one factor includes problems contributing to inventory recording problems.

25. (previously withdrawn) A method, as set forth in claim 18, wherein the at least one factor includes processes contributing to inventory recording problems.

26. (previously withdrawn) A method, as set forth in claim 18, wherein the at least one factor includes at least one problem and at least one process contributing to inventory recording problems.

27. (previously withdrawn) A method, as set forth in claim 18, wherein the step of improving the current inventory processes includes the steps of:

establishing a desired performance metric associated with at least one of the processes; and

comparing an actual performance with said desired performance metric.

28. (previously withdrawn) A method, as set forth in claim 27, wherein the step of improving the current inventory processes includes the steps of:

modifying at least one process in response to said comparison.

29. (previously withdrawn) A method, as set forth in claim 18, further comprising the step of:

Organizing said inventory using one of a classification process and a stratification process.

30. (previously withdrawn) A method for analyzing claims related to inventory associated with a facility, comprising:

receiving the claim;

analyzing the claim in view of a characteristic of the inventory; and,
accepting or denying the claim based on the analysis of the characteristic.

31. (previously withdrawn) A method, as set forth in claim 30, wherein the claim is associated with an external party and the characteristic of the inventory is associated with the external party.

32. (currently amended) A method, as set forth in Claim 1, further comprising the steps of:

receiving a claim associated with a part shipment, where said part is of a part type and is associated with said inventory; and

analyzing said claim;

wherein the step of establishing said plan further comprises the step of establishing said plan to correct the at least one deficiency in response to said claim analysis.

33. (previously presented) A method, as set forth in Claim 32, wherein the step of analyzing said claim further comprises the step of identifying a characteristic of a part in said inventory in response to said analysis.

34. (previously presented) A method, as set forth in Claim 33, wherein said characteristic includes at least one of a problem prone part, and a theft prone part.

35. (previously presented) A method, as set forth in Claim 34, further comprising the step of reorganizing at least a portion of said inventory in response to said problem prone part identification.

36. (previously presented) A method, as set forth in Claim 1, wherein the step of assessing said plurality of inventory records, further includes the computer based steps of:

identifying a current inventory record associated with said inventory;
performing a statistical test count associated with said inventory; and
comparing said current inventory record and said statistical test count;
wherein the step of identifying said at least one discrepancy further includes
the step of identifying said discrepancy in response to said comparison.

37. (currently amended) A method of improving records of inventory at a facility, comprising:

assessing at least one inventory record associated with the facility, said recording being associated with a received claim associated with a part shipment, where said part is of a party type and is associated with said inventory;

identifying an inventory associated with said facility, said inventory including one of an actual inventory and an estimated inventory;

comparing said at least one inventory record and said facility inventory;

identifying at least one discrepancy ~~in the current inventory records~~ in the inventory record in response to said comparison;

analyzing said claim, and

changing an inventory practice in response to said record discrepancy and said analysis.

38. (currently withdrawn) A method, as set forth in Claim 37, further comprising the steps of:

receiving a claim associated with said inventory;

analyzing said claim; and

wherein the step of recommending said change comprises the step of recommending said change in response to said claim analysis.

39. (previously presented) A method, as set forth in Claim 37~~8~~, wherein the step of analyzing said claim further comprises the step of establishing a characteristic of a part in said inventory in response to said analysis.

40. (previously presented) A method, as set forth in Claim 39, wherein said characteristic includes at least one of a problem prone part, and a theft prone part.

41. (previously presented) A method, as set forth in Claim 40, further comprising the step of reorganizing at least a portion of said inventory in response to said problem prone part identification.

42. (new) A method, as set forth in Claim 41, wherein the step of reorganizing at least a portion of said inventory includes the step of relocating said part type in inventory in response to said claim analysis.

43. (new) A method, as set forth in Claim 1, further comprising the step of identifying and recovering lost inventory in response to said at least one discrepancy.

44. (new) A method, as set forth in Claim 32, wherein the step of analyzing said claim further comprises the step of analyzing said claim in response to a characteristic of a said part.

45. (new) A method, as set forth in Claim 46, wherein said characteristic includes at least one of a part labeling, a part packaging.

46. (new) A method, as set forth in Claim 46, wherein said characteristic includes a part location in inventory.

47. (new) A method, as set forth in Claim 32, wherein said claim is associated with an error in a part quantity shipped, and wherein said claim analysis includes the steps of:

comparing said quantity error with a part quantity in a part package; and
resolving said error in response to said comparison.

48. (new) A method, as set forth in Claim 32, wherein said claim is associated with an error in a type of part actually shipped, and wherein said claim analysis includes the steps of:

- establishing an inventory location of said actually shipped part;
- establishing an inventory location of a desired shipped part;
- comparing said actual and desired shipped part locations; and
- resolving said error in response to said location.

49. (new) A method, as set forth in Claim 32, wherein said claim is associated with an error in a type of part actually shipped, and wherein said claim analysis includes the steps of:

- establishing an inventory location of said actually shipped part;
- establishing an inventory location of a desired shipped part;
- comparing said actual and desired shipped part locations.

50. (new) A method, as set forth in Claim 51, wherein the step of establishing said plan, further comprises the step of establishing said plan in response to said comparison, said plan including changing an inventory location of one of said actual and desired shipped part.

51. (new) A method, as set forth in Claim 1, further comprising the steps of:

- receiving a claim associated with a part shipment, where said part is of a party type and is associated with said inventory, said claim being associated with a claimant;
- analyzing said claim in response to a claim history of said claimant; and
- accepting or rejecting said claim in response to said analysis.

52. (new) A method of improving records of inventory at a facility, comprising:

receiving a claim associated with a part shipment, where said part is of a part type and is associated with said inventory;

assessing a plurality of current computer based inventory records associated with the facility in response to said claim;

responsively identifying at least one discrepancy in at least one of the current inventory records;

analyzing said claim;

establishing a plan to correct the at least one deficiency in response to said assessment, the plan including specific changes to current inventory practices.